



Terms of Use

Effective Date: 04.08.2025

These Terms of Use ("Terms") govern your access to and use of the Telecom2 services, which include telecommunications, hosting, payment, and messaging solutions provided by Telecom2 LTD ("we", "us", "our"). By using Telecom2, you agree to be bound by these Terms.

By accessing or using Telecom2, you acknowledge that you have read, understood, and agree to be bound by these Terms of Use. These Terms form a legally binding agreement between you and Telecom2 Ltd.

If you do not agree to these Terms, you must not use the service.

1. Services Offered

Telecom2 is a B2B telecommunications company offering:

- Geographic and non-geographic numbers
- Hosted telephony and messaging
- Voice-over-IP (VoIP) and SIP trunking
- Call routing, IVR, and cloud PBX features
- SMS and other messaging services
- Value-added telecom and payment solutions
- Premium Rate Numbers

Service availability and scope may vary depending on the selected package and applicable local regulations.

2. Eligibility & Account Registration

You must:

- Be at least 18 years of age;
- Have the legal authority to represent your business;
- Provide accurate and complete information during registration.

You agree to keep your account credentials secure. You are responsible for all activity under your account unless proven otherwise.



3. Acceptable Use Policy

You agree not to:

- Use the services for spam, robocalls, scams, or unsolicited marketing;
- Transmit illegal, harmful, or offensive content;
- Interfere with our network or other customers' use of the services;
- Resell or sublicense Telecom2 services without written permission;
- Attempt to probe, scan, or test network vulnerabilities.

Violations may result in account suspension or legal action.

4. Fees, Billing & Payment Terms

You agree to:

- Pay all applicable fees based on your service agreement or usage;
- Keep billing information up to date;
- Pay invoices within the agreed timeframe (typically 30 days unless otherwise stated).

Late payments may incur interest or result in service suspension. Disputed charges must be raised within 14 days of invoice issuance.

5. Service Availability & Maintenance

We aim for 99.9% uptime, but do not guarantee uninterrupted service. Scheduled maintenance or force majeure events may cause downtime. Emergency outages may occur without prior notice.

We are not responsible for third-party interruptions (e.g. carrier outages, power failures, or acts of God).

6. Data Protection & Privacy

We collect and process:

- Call Detail Records (CDRs)
- Metadata (IP addresses, timestamps)
- Account and usage information

We do not listen to, store, or analyse call content unless legally required or explicitly requested for support purposes.

All data processing complies with the UK GDPR and the Data Protection Act 2018. See our [Privacy Policy](#) for complete details.



7. Intellectual Property

All software, documentation, and service components are the exclusive property of Telecom2 or its licensors. You may not copy, reverse-engineer, or modify our systems without prior written consent.

8. Term & Termination

These Terms remain in effect until terminated. We may suspend or terminate services:

- Upon breach of these Terms;
- Due to non-payment;
- At your request with [30] days' notice (unless bound by a longer agreement term).

Termination does not release you from financial obligations already incurred.

9. Warranties & Disclaimers

Telecom2 is provided "as is". We disclaim:

- All warranties, express or implied;
- Any guarantee of fitness for a particular purpose;
- Any liability for indirect or consequential loss.

You use Telecom2 at your own risk, within the scope of your service contract.

10. Indemnification

You agree to indemnify and hold us harmless from claims arising from:

- Your breach of these Terms;
- Your misuse of the services;
- Any content or data you transmit using our systems.

11. Limitation of Liability

To the maximum extent allowed by law:

- Our liability is limited to the amount paid by you in the last 6 months.
- We are not liable for data loss, business interruption, or loss of profits.

12. Governing Law & Jurisdiction

These Terms are governed by the laws of England and Wales. Any disputes shall be resolved in the courts of England and Wales, unless otherwise required by applicable law.¹³



Contact Information

If you have questions or concerns, contact:

Telecom2 Commercial Department

Email: commercial@telecom2.net

Phone: 020 7058 1000

Address: Cotswold House, 219 Marsh Wall, London E14 9FJ